



Student Handbook

2026



Let's Go PTE (4420)

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Welcome, Kia Ora, Afio Mai, Talitali Feifia, Kia Orana!

Thank you for choosing to study with us! We are excited to welcome you into the *Let's Go* whanau and we look forward to helping you achieve. We hope your time with us is rewarding and enjoyable, and that you return to us many times so we can help you fulfil your career aspirations.

Let's Go Educate Limited trading as Let's Go is a private training establishment registered with NZQA (provider 4420) since February 2025.

The information in this handbook is important. It provides you with a lot of information for your time studying with us. Take the time to read it. You can also locate it on our website letsgomusic.ac.nz

This handbook is guidance: it explains how things work and where to get help. Your enrolment contract is our Terms and Conditions (on our website), which set out fees, fee protection, refunds, privacy and other terms. Where this handbook mentions those topics, it points you to the relevant clause rather than repeating it.

In this handbook, “learner” and “student” mean the same person. “Student” is the legal term used in our Terms and Conditions.

You can also talk to us about anything you are concerned about.

CONTACT INFORMATION

For enquiries and information, contact us on letsgomusicnz@gmail.com or admin@letsgomusic.ac.nz phone 02040 LETSGO and we will respond to you as soon as possible. If



you are enrolled in a course or programme talk to your course facilitator or lead (check the details in the Course Outline).

Keep in touch!

Get in touch with us so we can update your details (name, address, or anything else). Let's stay in contact!

HEALTH AND SAFETY

As a student, you are expected to take all reasonable steps to ensure you are not harmed while you engage in your study, and that you do not inflict harm on others either by something you do, or something you did not do.

We will – let you know of all the hazards in your area of work, and the controls we have put in place to manage those hazards. Any controls or rules we have put in place – you need to follow them. If we ask you to wear personal protective equipment (i.e. ear plugs) you need to do that so we can promote your safety.

If you are studying from home, follow the correct set up process we will provide you.

You will be advised of all the emergency and evacuation procedures that relate to any hazards in any site you are studying in. At the start of each course, your tutor will explain the emergency procedures, exits and assembly point for that venue.

Familiarise yourself with exits and safety information.

Dial 111 for emergency services (Fire, police ambulance).



Earthquake

If inside, remain where you are:

- Keep calm
- Drop, cover, hold
- Shelter under solid feature (desk, table)
- If that furniture moves – move with it
- Keep clear of windows, glass doors, lights, loaded shelves and any items that might topple and fall.

If outside:

- Keep calm
- Keep clear of buildings and other tall structures
- Keep clear of trees and power lines

- Drop, cover back of neck with hands and hold position.

After shaking stops:

- Check for injury – check others. Give First Aid if able.
- If your building is damaged, get outside and meet at assembly point or find an open space
- Wait for instructions from Warden or crisis response team
- Expect to feel aftershocks

Fire/evacuation

On finding smoke and/or flames:

- Alert other occupants of fire.
- Set off the nearest fire alarm.
- Dial 111, give location and describe situation.
- Leave the building.

When you hear a fire alarm:

- Immediately leave the building.
- Move quickly but do not run.
- Use stairs, do not use lifts.
- Go to your designated assembly area.
- Remain outside until the all-clear has been given.

Medical emergency

- Check patient for response.
- Call for urgent help from nearest person.
- Dial 111 and request an ambulance stating exact location.

- Continue emergency treatment until medical or other help arrives

Storm/tornado

If inside:

- Remain inside.
- Move away from doors and windows.
- If windows have curtains or blinds, close them if safe to do so.
- Shelter in strongest part of the building.
- If roof is in danger of lifting, open windows on sheltered side of building.
- If an electrical storm, stay away from metal and electrical fixtures/equipment.

If outside:

- Keep clear of windows, trees and power lines.
- Drop, cover back of neck with hands and hold position.

Once storm has passed:

- Remain indoors.
- If outside, seek shelter indoors. •
- Wait for instructions from the Warden or Crisis Response Team.

After an emergency event, get in contact with us (we will be trying to contact you) so we know you are safe.

INTELLECTUAL PROPERTY

You own the copyright in the work you create. We keep and use your work for assessment, moderation and quality assurance, and ask your permission for anything else. See Terms and Conditions clause 7.



PASTORAL CARE

Pastoral care The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is there to make sure you have the best possible support system. All students should be protected, respected and supported.

This Code requires tertiary providers to have a support system for the wellbeing and safety of all students, through clear rules and expectations.

This means that while you are learning, you should be:

- safe – physically and mentally
- respected for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks, and
- able to have your say in decisions about services.

If you want to find out more, or if something isn't working for you, talk to your tutor, or a member of *Let's Go* staff, or if you need you can visit the NZQA website. You can also have your say at any time through our feedback form, the QR code in the Learner Hub, the online forum, or by talking to us.

Our learner wellbeing and safety goals, our annual review of them, and a summary of complaints and what we changed as a result are published on our website (letsgomusic.ac.nz – Important Information).

If you are under 18 (for example, a STAR learner), we will keep contact details for your parent, guardian or next of kin and contact them if we are worried about your safety or wellbeing. For STAR learners, we also work with your school.

Free support services are listed in our Free Wellbeing Services pamphlet on our website, and include 1737 (free call or text, any time) and Healthline 0800 611 116.



ENROLMENT INFORMATION

Student fee protection

Your fees for NZQA-approved programmes and micro-credentials are protected. If Let's Go or your course closes, your fees are protected and you will be supported to complete your study or transfer. How your fees are protected, and how to pay them, is set out in Terms and Conditions clause 1.

For further information refer to:

<https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/> or

<https://www.publictrust.co.nz/student-fee-protection/for-students/>

Equal Education Opportunity (EEO)

We are committed to providing equal education opportunities for all students regardless of sex, gender identity, sexual orientation, ethnicity, nationality, religious or ethical belief, political opinion, marital or family status, age, disability or employment status (Human Rights Act 1993).

We encourage you to tell us about any disability, health condition or support need (including religious or cultural needs) when you apply, or at any time, so we can plan support with you, including reasonable adjustments to learning and assessment.

For more information on additional support services see our Free Wellbeing Services pamphlet on our website at letsgomusic.ac.nz

Literacy

We recognise students come with a vast range of motivations and capacity to deal with the challenges required when commencing training. With this view, we ensure students who self-identify as requiring literacy assistance are with support.

For specific English language requirements – see programme documents and entry criteria.

Enrolment procedures

Photographic Identification.

Let's Go enrolls domestic students only. Please provide government-issued photo identification (a valid passport or NZ driver's licence, or a HANZ 18+ or Kiwi Access card) so we can confirm who you are. If your ID does not show that you are a domestic student, we will also ask for evidence such as an NZ or Australian passport, NZ birth certificate or residence class visa (see Terms and Conditions clause 6).

How enrolment works: you apply; we check your identity, domestic status and entry criteria; we offer you a place; you accept the offer and the Terms and Conditions; you pay your fees (or your school or employer arranges them); we confirm your enrolment and then give you access to your course.

STAR learners: if you are attending through your school's STAR programme, you remain a student of your school. We share your attendance, progress and results with your school under our agreement with them.

Training equipment.

Most training equipment required for courses is supplied. However, there are some courses where safety footwear and appropriate clothing or your own gear will need to be brought to any practical venue. You will be notified – look in your Course Outline.

Online Training.

You will need your own computer. Talk to us if you have trouble with internet access or IT needs. It would be helpful if you:

Are confident with basic computer skills such as emails, attaching files and using the internet

Have access to stable broadband internet connection and an email address

A computer with at least 4 GB of RAM and hard drive space, modern web browser such as Mozilla Firefox, Google Chrome or Safari and a PDF reader like Adobe Acrobat.

STUDENT ATTENDANCE AND ENGAGEMENT

In order for students to be able to undertake formal assessment, students need to have engaged fully in all learning opportunities. Our course materials and our tutors able to impart both knowledge and skills as well as provide mentorship for success and achievement.

If a student needs to depart due to health or bereavement reasons, we will work with you to find a solution to enable you to keep engaged, and progress.

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Withdrawals and refunds

If you want to withdraw from a course or programme, tell us in writing (email is fine). We do not accept verbal withdrawals. Withdrawing does not stop you enrolling again later. If you do not formally withdraw, your result may show as incomplete on your transcript, which may affect future student loan eligibility.

If you have a student loan or allowance, you must also tell StudyLink when you withdraw. If you stop engaging with your course, we will try to contact you and help you re-engage before we withdraw you, and we will tell you in writing first.

Whether you are entitled to a refund depends on the course and when you withdraw. The refund rules, including what happens if we cancel a course or you cannot continue because you did not pass a prerequisite, are in Terms and Conditions clause 3. Your course confirmation tells you the last date to withdraw with a refund.

You may want to transfer courses. Let us know. We can discuss how this may impact on fees or refunds.

ACADEMIC RECORDS

Academic Record/Transcript/Certificate

Your results for standards, micro-credentials and qualifications are reported to NZQA (normally within three months) and appear on your New Zealand Record of Achievement. You will receive an academic transcript and, when you complete a qualification or micro-credential, a certificate. You can ask for your enrolment and academic information, or a transcript of the results you have

achieved (including if you do not complete the whole programme), at any time.

Students who have misplaced their certificate can request a re-issue either in writing (email is acceptable) or in person. Fees for copies and replacements are in Terms and Conditions clause 1.



STUDENT CONDUCT

Principles of Student Conduct

It is expected that student conduct will be based on the following principles:

Respect towards fellow students. Students are expected to be courteous and respectful to their peers and contribute to a supportive learning environment which is free from harassment/discrimination.

Respect towards staff. Students are expected to be courteous and respectful to their tutors and other staff and recognise their authority to act in the enforcement of appropriate student conduct in general, and in the performance of their responsibilities in particular.

Respect towards the property of others. Students may not unlawfully take the property of other students, staff or from any site; nor may they treat the property of others in such a manner as to damage it in any way.

Integrity. Students are expected to be honest in their statements to staff of the company, in assessments. Follow the rules, and reasonable instructions.

Safety. Students may not act or encourage others to act in a manner which jeopardises the health or safety of any other person.

Industry. Students are expected to always try to give of their best effort and work hard to achieve their goals.

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Students are expected to follow all reasonable instructions provided by the tutor/those in charge; and not hinder other students learning experience.

A tutor may initiate removal of a student if any of the above are breached, through a discussion with the Senior Leadership Team.

Students are expected to inform their tutor if they are unable to understand information supplied. Breaching the Code of Conduct may lead to action under our Discipline and Appeals policy; it does not remove any refund you are entitled to by law.

Drug and alcohol policy

We recognise the potential dangers of alcohol, drug and solvent misuse, known as substance misuse. We want to create a safe environment for students, staff and visitors.

The consumption of alcohol on site or venue when engaged in course business is prohibited. Any student found taking/handling illegal drugs (or CBD products) on-site will be dealt with under our Discipline and Appeals policy and may be reported to the NZ Police.

We aspire to be a smoke-free environment.

Care of the Environment and Facilities

If you are at venue or on an approved site, please assist us to keep our immediate and wider environment clean and green. We ask for student cooperation in helping to keep sites tidy and all facilities in good working order for everyone's benefit.

Please dispose of rubbish in the bins provided and use recycling bins where possible. Please report any damaged/faulty equipment

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to a staff member so repairs can be arranged promptly. Any student found causing malicious damage will be required to pay to repair/replace equipment damaged.

ASSESSMENT

Examinations/Tests/Assignments/performance

If you are required to engage in projects, internship or performance you will be supervised. The supervision will be undertaken by a person who has been given the authority to do so by *Let's Go*. Follow the instructions on the assignment, include all relevant evidence and return the documentation to for marking.

The Course Outlines indicate how the course will be assessed.

A student may wish to have an assessment in Te Reo Māori. The request must be presented in writing at least four weeks in advance of the assessment. We need time to do that for you. Contact us for more information. We will do our best to arrange this; if we cannot, we will explain why and discuss the options with you.

Reassessment / Resubmission

Students will be given multiple opportunities to pass tasks. If a student has not achieved a course, the Tutor will create a plan with you. It will establish a timeframe and the tasks to be undertaken. The student must bring to the assessment any course material that has been provided. Any fees for further reassessment are in Terms and Conditions clause 1.

Reassessment / Resubmission of Achievement Standards

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There is only one further assessment opportunity to improve a grade allowed within an academic year, if this is manageable and if further learning has taken place. This will be through a different assessment.

You may be able to have one more resubmission per assessment if the assessor makes the judgement that the errors are minor or are limited to specific aspects of the assessment that the learner can correct on their own.

For achievement standards, a resubmission can only lead to an Achieved grade.

Recognition of Prior Learning (RPL)

If the student has relevant work experience, life experience/previous informal education and training courses, the student could gain credits towards a formal qualification. Contact us. Any fee is in Terms and Conditions clause 1. You can read our full RPL process in the QMS (7.2 Assessment) on our website.

Extensions

Students should make every attempt to submit work by the specified deadlines. If the student is unable to meet a deadline because of illness/other reasons, contact your Tutor.

Academic integrity (including AI)

Plagiarism is using other people's ideas without acknowledgement. For example, taking some ideas from a book and not saying where they are from (referencing), or this may be copying another student's work. Plagiarism is regarded as a form of cheating and

there can be impact on your grade and/or your enrolment status. If you are not sure, talk to us. Any student caught cheating/copying another student's work will be dealt with under our Academic Integrity policy (QMS 7.4). Each assessment tells you whether and how you may use AI tools and how to acknowledge them. Using AI when it is not allowed, or without acknowledging it, is academic misconduct. If you are unsure, ask your tutor before you submit.

APPEALS PROCESS

You can appeal an academic result or a disciplinary decision if you believe you have grounds. There is no fee to appeal.

First try to resolve the issue with the person who made the decision (for example, your tutor). If that does not resolve it, appeal in writing to the Director responsible for quality (see our organisation chart) within 15 working days of receiving the decision. A Director who was involved in the original decision will not decide the appeal.

Include any documents that support your appeal. We will normally tell you the result within 15 working days of receiving your appeal. If you do not accept our decision on an academic appeal, an independent moderator agreed by you and Let's Go will review it, at no cost to you.

The application for appeal must clearly set out the grounds for the appeal and include any information that supports the appeal.

Appeals against alleged unfair treatment by staff must be raised through the Complaints process.



If you are still not satisfied after our process, you can raise concerns about our compliance with NZQA rules or the Code with NZQA (NZQA does not re-mark work or re-hear appeals), and financial or contractual disputes can go to Study Complaints – Ngā Amuamu Taurira.

Student Evaluations

Students will be given a course evaluation form to complete at the end of the course as part of our quality control procedures. Please comment honestly on these forms as any feedback will be evaluated systematically and given due consideration. General outcomes from evaluations will be on our website. You will not be identified in these forms.

CONCERNS AND COMPLAINTS

If a student has an issue which they believe have impacted their study or any concerns about our service, you can talk to your Tutor (or other member of staff) or contact the Quality Manager. They may be genuinely unaware of the issue that has led to your concern and will appreciate it being brought to their attention. You can always tell us anonymously via our feedback links (oops form, QR codes).

Sometimes making a complaint can be scary. Here are a few tips:

- focus on the main problem – take your time to identify what is the exact issue, and what you want done about it
- Find our complaints policy (see website) or QMS or ask a staff member.
- You may be able to resolve the issue by just talking to someone.

- Keep detailed records including who you spoke to about the problem, and what has been done or said.
- If this does not work – make a formal complaint. This can be in writing or done face-to-face.
- Get help to write it all down if you need to. We can provide you independent support.
- Let's Go does not have a specific form for complaints – you can use the Oops form or via email or letter – make your points clearly and briefly including your name and contact details, relevant dates, places and times, description of the problem or incident you are complaining about, any details of how you have tried to sort the problem and any other relevant documents.
- Tell us what you think should happen to fix it. This needs to be reasonable (it will fix the issue and it is something we can do). Try and be flexible and consider any alternative solutions.
- Ask for your complaint to be acknowledged in writing, and how long it will take to respond. Tell us if it is urgent and why.
- Keep records of all the communications you have with us about this issue in case you want to take things further.

Complaints Process

If a student has a formal complaint, it will be handled in a safe and supportive environment. Your concerns and complaints will be taken seriously and will be investigated fairly, timely and courteously.



Any issues that arise during teaching are in the first instance to be directed to the Tutor. If a satisfactory outcome is not achieved the complainant can send a formal complaint to the Senior Leadership Team (SLT) (see website for contact details).

If talking about it doesn't work, you can put in a "formal" complaint. You can do this yourself, or have an advocate to do this for you – you have the right to have a support person to help. If you do not have someone to support you, we can provide one for you who will be independent of the problem. You can do this by a face to face meeting (kōrero kanohi ki te kanohi) or put it in writing.

Make sure you raise a concern or complaint as soon as possible – be honest, provide all relevant evidence and tell us what you would like to see as a resolution.

When a formal complaint is received, the Quality Manager or SLT will grade according to risk (high or low risk). They will then assign relevant personnel to investigate making sure it is done so fairly.

If a complaint is about a staff member, he or she is entitled to have details of the complaint. Under normal circumstances, for reasons of natural justice, the staff member should be aware of their accuser. If there are extenuating circumstances that may place the complainant at risk, then the complaint may remain anonymous.

When we have heard/received your complaint we will tell you when you will hear back from us. We will tell you the outcome of the complaint within a reasonable time. We may tell you in writing, or if you prefer, in a face-to-face meeting.



We will consider anonymous complaints, and complaints made some time after the event, where we fairly can. We may not be able to investigate a complaint if no information is provided.

Any person who feels that the process is unfair may appeal to the Senior Leadership Team (SLT) within 15 working days of being notified of the outcome of the investigation.

If your complaint is about a Director, that Director will not be involved in deciding it, and we may appoint an independent reviewer. You will not be disadvantaged for making a complaint.

Any complaints that may have financial implications (insurance liability) must be notified to the SLT.

If the complaint is still unresolved then a formal complaint to NZQA can be made. NZQA is responsible for quality assurance of education providers and administering the Code of Pastoral Care.

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

Outcomes of complaints or dispute resolutions will be made available to students on our website (no individuals or companies will be identified).

Other organisations that may be able to help for contractual disputes, administrative acts or decisions, loans and allowances, fees free, someone is at risk, discrimination or information privacy:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/other-organisations/>

A dispute resolution scheme to resolve financial and contractual disputes between domestic tertiary students and tertiary providers

is in place. Information can be found at the Study Complaints website at <https://www.studycomplaints.org.nz/>

General outcomes should become part of self-review activities (without breaching confidentiality) for continuous improvement purposes. This will be an agenda item at Senior Leadership meetings.

Privacy

Our collection use and disclosure of personal information is governed by the Privacy Act 2020. We collect personal information from each student, including information about their name, ethnicity and citizenship, contact information, age, prior qualifications, billing and purchase information. We collect this information in order to provide our training services as they are required by the New Zealand government as a registered PTE.

Who we share your information with, and why, is set out in our Privacy Statement and Terms and Conditions clause 2 (including NZQA, TEC and, for STAR learners, your school). If we receive information about you from someone else, we will tell you.

We keep information protected in accordance with the requirements of the NZQA, and at the end of the required retention timeframe we will securely shred and dispose of any paper records.

We will refuse to supply personal information about a student to a third party without the students express written permission or unless a statutory exception applies. This applies even if the third party is the student's parent, partner or a PCBU. Students are entitled to access their own personal information from us and



correct it if it is not accurate. If the student believes their privacy has been breached by a LG staff member/contractor, then please contact our Privacy Officer (a Director – see our website). You can also contact the Privacy Commissioner. Let's Go Privacy policy is available on website.